

# Xerox® Workflow Automation Solution for Public Records Requests

State and local agencies can get overwhelmed with public records requests. In fact, the typical agency spends more than 1,000 hours each year meeting public records requests.\*

Xerox® Workflow Automation Solution for Public Records Requests makes documents and records easier to store, access and share, so citizens enjoy the transparent government they deserve—and staff can get back much-needed time.

## **Improve transparency by automating open records management.**

Piles of records requests climb higher every year. Meanwhile, you're likely just trying to dig out of the backlog, let alone meet mandated response times. Xerox® Workflow Automation Solution for Public Records Requests improves how you retrieve and bundle documents, provides better self-service and automates the request process end-to-end. So it's easier for you and your constituents to access information.

## **Xerox® Workflow Automation Solution for Public Records Requests:**

- Is a part of the records management lifecycle
- Allows citizens to submit records requests online or on paper
- Automatically distributes requests to the department you deem appropriate
- Times each request and enables coordinators to track the status
- Provides citizens with convenient self-service capabilities
- Stores packaged responses in a repository for quick future use
- Provides an auditable trail and an integrated redaction feature

“The mountains of paper in our file room showed us we had a problem, but the length of time it took us to find specific documents slowed our processes and constituent service. That’s what really hurt.”

—Nicole Sackman,  
Clerk of Commissions,  
City of Westlake, Ohio



# Greater transparency. Happier citizens.

## Speed up responsiveness with automation.

Today, constituent requests come in all forms—paper, email, fax—and they are usually processed manually. With Xerox® Workflow Automation Solution for Public Records Requests, citizens submit record requests online so agencies always start with a digital document.

To submit a request, citizens simply create a profile online and fill out a digital request form. This request is automatically sent to the agency's record response coordinator. Once the coordinator reviews a request, they select from a list of agency departments to route it to, which includes sending detailed notes. An auto-notification is sent to the constituent who submitted the request.

## Track the request at any time.

As soon as a department receives a request, a timer starts. If that department isn't meeting the established mandatory response time, a notification goes out to the coordinator, the department and the citizen who submitted the request. The request is then escalated to ensure a timely response.

Xerox® Workflow Automation Solution for Public Records Requests also facilitates visibility of the entire process, so coordinators can track the status of each request.

This tracking goes beyond real-time insights. Using historical data, organizations can measure their responsiveness over time. This allows departments to proactively identify bottlenecks and improve the overall process.

## Clean up the way information is organized with bundling.

As departments compile documentation for the requests, we can help you bundle and organize the content digitally. This provides full documentation that can be accessed for any appeal process or audit. Integrated redaction for protection of confidential information is included as well.

In addition, these bundled responses are kept in a searchable repository. By storing responses in a central repository, your staff can reuse information that already has been addressed in the past, saving time and money.

## Empower citizens to serve themselves.

Self-service is quickly becoming the standard for citizens who expect immediate, online services. With Xerox® Workflow Automation Solution for Public Records Requests, agencies can share information with the public online, making frequently requested documents instantly available. No special request needed.

## Get up and running fast.

Your staff is busy. The last thing they need to do is spend time trying to understand a complicated, new solution. That's why Xerox® Workflow Automation Solution for Public Records Requests easily integrates with existing payment systems, databases, enterprise content management (ECM) tools and Outlook.

### Customer Story: Westlake, OH, resolves requests faster.

The City of Westlake, Ohio, was buried in record requests, and responding in a timely fashion was simply not possible. City leaders decided the agency needed a better way to store, access and share its records.

The city started by integrating this solution into its planning department. By scanning and electronically storing all documentation, accessing the records became quick and easy. The city took it even further by introducing the Public Access Viewer tool. The solution integrates with the city's geographic information system (GIS), giving citizens access to all the map-related information they need online. The city now enjoys less paper, fewer complaints and a whole lot more transparent records.

## Xerox® Workflow Automation Solution for Public Records Requests

Streamline the way you retrieve, route and fulfill records requests to improve transparency.



**Citizen digitally submits request**



**Plan Coordinator receives request**

- Adds notes
- Routes request
- Starts timer
- Auto-notifies submitter
- Initiates tracking and reporting



**Departments conduct research**

- Records are bundled
- Info is auto-redacted
- Automated time escalators are set



**Final record is:**

- Sent to citizen
- Securely stored in repository
- Posted online
- Available for search and reuse

For more information, visit [xerox.com/was](http://xerox.com/was).

\*\*\*6 Ways ECM Can Help Government Overcome Common Challenges." Center for Digital Government, 2015.

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